



Awarding **DAISY** winners.

The DAISY Foundation celebrates frontline nurses not only for their technical expertise, but also for their kindness and empathy. At MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital, nurses and nursing teams were recently recognized with DAISY Awards for their compassionate approach to patient care.

DAISY Team Awards.



Emergency Department MedStar Good Samaritan Hospital

This team was celebrated “for extraordinary teamwork, clinical excellence, and calm under pressure”, according to their nomination. When a pediatric patient in critical condition presented to the Emergency Department, the entire team leapt

into action. From the charge nurse and the patient’s primary nurse, to the day shift and night shift nurses and Medical Staff, this situation required a collaborative approach that resulted in every associate in the department making meaningful contributions. As the unit worked together, another patient presented in need of immediate care as well. In balancing two critical patients, the Emergency Department also partnered with the ICU and respiratory therapy, all while continuing to care for all the patients in the department. As shared in their nomination, “This was not simply excellent individual performance; it was true team-based care at its finest. Nurses, physicians, advanced practice providers, respiratory therapists, and support staff worked in perfect coordination to manage two simultaneous critical emergencies. We do not frequently care for critically ill pediatric patients, but on this day, this team demonstrated extraordinary skill, courage, collaboration, and commitment to one another and to their patients.”



Orthopedics, 8th floor MedStar Union Memorial Hospital

This team was nominated after supporting a geriatric patient through surgery and recovery. As shared by their nominator, “Throughout the time that Mom was in recovery at Union, one of her three children was by her side. Often, it was two or three of us.

So, we had many opportunities to see whether and how her nurses took care of one another when it was time to change shifts. They welcomed PT, OT, Environmental Services, and other colleagues into the room as if they were one of the family. After Mom’s stay, it felt like they were. And, we’re eternally grateful.” Associates on the floor promptly answered the patient’s call button, provided proactive care, and even memorized her special drink order, “diet ginger ale, heavy on the ice.” Their thoughtfulness, commitment, and patience resulted in phenomenal support not only for the patient, but also for the patient’s family. The nominator summarized the team as: “prompt, respectful, caring, helpful, and professional.”

DAISY Awards.



Sabanam Shrestha, RN, IMC, MedStar Good Samaritan Hospital, was nominated thanks to her “exceptional compassion, leadership, and unwavering commitment to patient care.” Her approach to nursing is distinct due to “the sense of calm and serenity she

brings to even the most challenging shifts. Her presence fosters a healing environment for patients and reassurance for staff. When she is charge nurse, there is a shared sense of trust that no matter how hectic the shift becomes, everything will be handled with competence and compassion.” This willingness to lend a helping hand was showcased when an associate needed help with monitoring equipment. Sabanam stopped what she was doing, despite her own full workload, and offered her assistance for the good of her teammate and their patients. “It is truly a privilege to work alongside her, and her dedication embodies the values celebrated by the DAISY Award.”



Natalie Mitten, RN, CVRU, MedStar Union Memorial Hospital, is invaluable to the patients with whom she interacts. One nominator described her as, “by far the best nurse I have seen. She is a ray of sunshine in the dark world of being sick. She attended to my every need, and my family’s needs. She

took the time to explain the procedure to myself and my family. She answered all of their questions and concerns... She truly made such an impact on me and my recovery. She is absolutely one-of-a-kind person with a beautiful soul.” Her nursing practice includes providing comfort for her patients, consistently standing at the ready to answer questions, and listening to their concerns. Several nominators put it simply by saying that she goes “above and beyond”.